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“Analyzing the Factors affecting the Job Performance of Grass Root Level Police Officers, with special reference to the Northern Province of Sri Lanka Police Department”



By

Weerapperuma Rathnasiri

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ACC NO	29831
CALL NO.	658.3125 RAT.

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Abstract

This study was focused to find out how job satisfaction, job involvement, organizational commitment, personality, experience, available facilities and job stress affect job performance at the grass root level police officers in the Northern Province of Sri Lanka police department.

Variables of job satisfaction, job involvement, organizational commitment, personality, experience, available facilities and job stress were considered as independent variables and job performance was considered as dependent variable in order to measure the relationship between independent variables and dependent variable of the research model separately. The research model was conceptualized as that there were positive relationship between six independent variables and the dependent variable of job performance of grass root level police officers. But there was a negative relationship between one independent variable of job stress and the job performance of the respondents.

The study was conducted through 170 grass root level police officers in the Northern Province of Sri Lanka police department as a sample and they were randomly selected out of 8084 population.

The data were collected through both questionnaire and interviews. The data were analyzed by using statistical package scientific studies version 15 (SPSS version 15) and the data analyses included the univariate, bivariate and multiple regression analyses.

The frequency distribution analysis and single measure analysis were used as the descriptive analysis. The bivariate analysis included the simple correlation, and simple regression analysis. Getting descriptive statistic, correlation coefficient and regression analysis, the researcher has tried to find answers for the research objectives by establishing seven hypotheses.

The result of correlation analysis revealed that six independent variables (job satisfaction, job involvement, organizational commitment, personality, experience and available facilities) were positively correlated with job performance of grass root level police

officers in the Northern Province and the correlation result indicated that negative correlation between job stress and job performance of the respondents. The relationship between all independent variables with the dependent variable was significant. These findings were verified by the results of multiple regression analysis as 62.3% of the variation of job performance is explained by the variation of 07 independent variables together with.

The conclusions of the study were that job satisfaction, job involvement, organizational commitment, personality, experience, available resources and job stress were the significant factors for job performance of grass root level police officers in the Northern Province and the recommendations are provided with solutions to enhance the performance for the police department to run successfully.

Table of Content

	Page
Title Page	--
Declaration and Certification	--
Abstract	I-II
Acknowledgement	III-IV
Table of Content	V-VII
List of Tables	VIII
List of Figures	IX
List of Annexure	X

Chapter 01 - Introduction

1.1 Background of the Study.	1-5
1.3 Statement of the Problem.	6-8
1.4 Research Questions	8
1.5 Research Objectives	8
1.6 Significance of the Study.	8-10
1.7 Methodology of the Research	10
1.8 Limitation of the Study	10
1.9 Organization of the Thesis	11

Chapter 02 – Literature Review

2.1 Introduction	12
2.2 Job Performance	12-19
2.3 Job Satisfaction and Job Performance	19-30
2.4 Job Involvement and Job Performance	30-35
2.5 Organizational Commitment and Job Performance	35-39
2.6 Occupational Stress and Job Performance	40-45
2.7 Personality and Job Performance	45-50
2.8 Prior Work Experience and Job Performance	50-54

2.9 Available Facilities and Job Performance	54-55
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Chapter 03-Methodology

3.1 Introduction	56
3.2 Research Approach	56
3.3 Time of the Study. (Time Horizon)	56
3.4 Study Setting	56
3.5 Unit of Analysis	57
3.6 Nature of the Study	57
3.7 Population	57-58
3.8 Sample	58-59
3.9 Research Method	60
3.9.1 Design of Questionnaire	60
3.9.2 Conceptual Model	61
3.9.3 Variables of the Conceptual Frame Work	62-68
3.9.4 Measuring Variables	69
3.10 Operationalization	70-72
3.11 Data Collection	73
3.12 Methods of Data Analysis	73-74
3.13 Testing Hypothesis	75

Chapter 04 – Results and Discussions

4.1 Introduction	76
4.2 Multicollinearity	77
4.3 Reliability	78
4.4 Validity	78
4.5 Normality	79-81
4.6 Sample Characteristic	81-85
4.7 Single Measure Analysis	86
4.7.1 Job Performance	86
4.7.2 Job Satisfaction	87
4.7.3 Job Involvement	87

4.7.4 Organizational Commitment	87
4.7.5 Personality	87
4.7.6 Available Resources	87
4.7.7 Job Stress	88
4.7.8 Continuum Method for justifying single measure analysis	88-92
4.8 Bivariate Analysis	93
4.8.1 Correlation analysis	93-95
4.8.2 Regression analysis	95-101
4.9 Multivariate Analysis	102-103
4.10 Hypothesis Testing	104-106
4.11 Discussion	107-117

Chapter 05 – Conclusions and Recommendations

5.2 Conclusions	118-119
5.3 Recommendations	120-123
5.4 Suggestions for Further Research	123